

AMENDMENTS TO THE SPECIFICATION:

At paragraph [040] spanning pages 14-15 in Applicant's specification, please amend the paragraph as follows:

Product deliveries to the warehouse may be inspected to determine if the product return has been received from the customer, step 217. For example, upon receipt of products at the warehouse, supplier 102 may verify that the received goods are identified by a RAN. Upon verification of the existence of the RAN, WM 108 may verify the validity of the RAN, step 219, by searching a database for the pending delivery (e.g., the WH Request) containing the RAN marked on the returned product, and determining if the product type and/or quantity listed in the pending delivery match the returned item(s). Once the goods have been matched to a pending delivery, WM 108 may then update its information concerning the return (i.e., the return has been received), and then inspect the returned products to determine how to dispose of the goods, step 221. For example, the inspection of the returned items may result in various dispositions, such as reselling them, refurbishing them, issuing credit to customer 101, etc.

Exemplary systems and methods for inspecting return goods and communicating the disposition of the goods through decision codes are the subject of U.S. application [Attorney-Docket No. 08020.0012]no. 10/787,206, entitled "Systems and Methods for Managing Product Returns Using Decision Codes," in the name of Hilmar Wechsel, filed concurrently herewith. Such features may be used in combination with the teachings hereof. In either case, the disposition may be communicated by CRM 104 (step 222) and used to update the records of the return, such as the Return Authorization in CRM

104 (step 223). FIG. 3 illustrates another exemplary method 300 for managing product returns, consistent with the present invention. As shown in FIG. 3, the exemplary method may be performed in an environment including customer 101, CRM 104, and WM 108, each of which have been described above. Further, in the embodiment of FIG. 3, an additional component, a Logistics Execution and Shipping (LES) module 301, is shown. Consistent with the present invention, LES 301 is a module that manages all deliveries (Inbound/Outbound) and delivery procedures (like calling an ATP check). LES 301 may also provide an interface between different management systems, such as CRM 104 and WM 108. As with CRM 104 and WM 108, LES 301 may be implemented as a software-based module or component. By way of example, LES 301 may be implemented as a logistics execution and shipping (LES) module in an R/3 system.